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June 29, 2017

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1914 – 1999

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ENGINEERING CONSULTANT

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**REDACTED – FOR PUBLIC INSPECTION**

*VIA HAND DELIVERY*

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: Form 481 – Carrier Annual Reporting Data Collection, 2017  
WC Dockets No. 14-58 and 10-90

Dear Ms. Dortch:

Pursuant to sections 54.313(i) and 54.422(c) of the Commission's Rules,<sup>1</sup> Custer Telephone Cooperative, Inc. (the Company) hereby submits a copy of its "FCC Form 481 – Carrier Annual Reporting Data Collection Form," as filed with the Universal Service Administrative Company. A copy is also being submitted to the appropriate state regulatory commission and tribal government, as further required by sections 54.313(i) and 54.422(c).

Further, pursuant to the *Protective Order* adopted by the Commission in this proceeding,<sup>2</sup> the Company requests confidential treatment for the financial information included in its report, as required by §54.313(f)(2), on the grounds that it is commercially sensitive information that is not normally released to the public.

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<sup>1</sup> 47 CFR §§54.313 and 54.422.

<sup>2</sup> *In the Matter of Connect America Fund, et al.*, PROTECTIVE ORDER, WC Docket No. 10-90, et al., DA 16-296, released March 22, 2016.

In accordance with the *Protective Order* and the Commission's rules, one redacted copy has been filed via ECFS, and confidential, one non-redacted copy has been submitted on paper via hand delivery to the Secretary's Office.

If you have any questions, please do not hesitate to contact the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read 'Salvatore Taillefer, Jr.', with a stylized, cursive script.

Salvatore Taillefer, Jr.

Counsel to  
Custer Telephone Cooperative, Inc.

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**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Dennis L Thornock
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address: Email of the person identified in data line <030>	dennis@custertel.net
Form Type		54.313 and 54.422

(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

<210> For the prior calendar year, were there any reportable voice service outages?

No

[illegible]

**(300) Unfulfilled Service Request  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

&lt;300&gt; Unfulfilled service request (voice)

0

&lt;310&gt; Detail on attempts (voice)

Name of Attached Document

&lt;320&gt; Unfulfilled service request (broadband)

0

&lt;330&gt; Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTOMER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thorsack
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered both fixed and mobile voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	0.0
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered both fixed and mobile broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	0.0

**(500) Compliance With Service Quality Standards and Consumer Protection Rules**  
**Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		472218ID510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

**(600) Functionality in Emergency Situations**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennia L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennia@custerel.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	472218ID610.pdf



**(700) Price Offerings including Voice Rate Data  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
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<015>	Study Area Name	CUSTER TEL COOP
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<020>	Program Year	2018
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<030> Contact Name - Person USAC should contact regarding this data Dennis L Thornock

<035> Contact Telephone Number - Number of person identified in data line <030> 2088792281 ext.17

<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
-------	-------------------------------------------------------------------------------	----------------------

<701>	Residential Local Service Charge Effective Date	1/1/2017
-------	-------------------------------------------------	----------

**<702> Single State-wide Residential Local Service Charge**

<703>

[illegible]

<711>

-- See attached worksheet --

<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-----------------------------------------------------------------	----------------------------------------------------------------------------------

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
<810>	Reporting Carrier	Custer Telephone Cooperative, Inc.
<811>	Holding Company	Not Applicable
<812>	Operating Company	Custer Telephone Cooperative, Inc.

[illegible]

<b>(900) Tribal Lands Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--------------------------------------------------------------------	----------------------------------------------------------------------------------

<010> Study Area Code	472218
<015> Study Area Name	CUSTER TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035> Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039> Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 472218ID1010.pdf

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Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 472218ID1030.pdf

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Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

&lt;1100&gt; Certify whether terrestrial backhaul options exist (Y/N)

Yes

&lt;1130&gt; Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

472218ID1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.custertel.net/images/Lifeline.pdf>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |        |                                                                                                                       |                                     |
|--------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan,                                                        | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan.                                                      | <input checked="" type="checkbox"/> |

**(2005) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

<2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.

<2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.

Name of Attached Document Listing  
Required Information

<2025A> Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).

Name of Attached Document Listing  
Required Information

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)



**(2005) Price Cap Carrier Additional Documentation****Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

&lt;2016&gt; Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

&lt;2017A&gt; Connect America Fund Phase II recipient?

&lt;2017C&gt; Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

&lt;2018&gt; Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing  
Required Information

&lt;2019&gt; Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i))	Yes - Attach Certification
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))	No - No New Community Anchors
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report (Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

## (3005) Rate Of Return Carrier Additional Documentation (Continued)

## Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

## Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTOMER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L. Thorbeck
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088732281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

**Community Anchor Institutions – FCC 14-98 (paragraph 79)**

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

**Broadband Deployment Locations – FCC 14-98 (paragraph 80)**

**4004a.** Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: CUSTER TEL COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/28/2017
Printed name of Authorized Officer: Dennis Thornock	
Title or position of Authorized Officer: Chief Executive Officer	
Telephone number of Authorized Officer: 2088792281 ext.17	
Study Area Code of Reporting Carrier: 472218	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	472218
<015> Study Area Name	CUSTER TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035> Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039> Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

Custer Telephone Cooperative, Inc.

472218ID510

## **Service Quality Standards and Consumer Protection**

### Voice Services

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3), Custer Telephone Cooperative, Inc. ("Custer") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules.

Custer complies with the Idaho Public Utilities Commission's *Telephone Customer Relations Rules*, IDAPA 31.41.01, adopted under the general legal authority of the Public Utilities Law, Chapters 1 through 7, Title 61, Idaho Code, and the Telecommunications Act of 1988, Chapter 6, Title 62, Idaho Code, with regards to service.

These telephone customer relations rules provide a set of fair, just, reasonable, and nondiscriminatory rules regarding deposits, guarantees, billing, application for service, denial of service, termination of service, complaints to telephone companies, billing for interrupted service, and provisions of certain information about customer to authorities. Custer implements the *Telephone Consumer Relation Rules* through the terms and conditions set forth in its tariff, and through its standard company operating procedures, which is readily available to the public at their Headquarters office.

Custer also complies with Customer Proprietary Network Information (CPNI) and Red Flag rules through established operating procedures. A description of Custer's CPNI procedures is filed annually with the FCC, and is also available on its website.

### Broadband Services

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3), Custer is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules.

Custer complies with Part 8 of the FCC's Rules. Custer has placed on its website its Broadband Internet Access Services Network Management Practices, Performance Characteristics, and Commercial Terms & Conditions. Custer also complies with CPNI and Red Flag rules through established operating procedures. A description of Custer's CPNI procedures is filed annually with the FCC, and is also available on its website.



Custer Telephone Cooperative, Inc.

472218ID610

### **Functionality in Emergency Situations**

Pursuant to 47 C.F.R. § 54.313(a) (6) and/or 47 C.F.R § 54.422(b) (4) as set forth in 47 C.F.R. § 54.202(a)(2) Custer Telephone Cooperative, Inc. (CTCI) is able to function in emergency situations for both voice and broadband service.

CTCI has the following capabilities: Back-up power is provided to CTCI's central and or remote office(s) by use of fixed generator and batteries that provide it with 120 hours of emergency power service. In addition, CTCI's field electronics have 8 hours of back-up power by use of fixed/mobile generators and batteries. CTCI also has SO NET technology in its network that allows for self-healing network should a fiber cut occur in its core network and will automatically reroute traffic. CTCI also has two (2) redundant paths within its network to provide for the capability to reroute traffic. CTCI has equipped its remote offices/and or field gear, with Emergency Stand Alone technology that will provide for call completion and access to 911 in emergency situations. CTCI is capable of managing traffic spikes resulting from emergency situations.

<p>(700) Price Offerings including Voice Rate Data Data Collection Form</p>	<p>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013</p>
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OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<015>	Study Area Name	CUSTER TEL COOP
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<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
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<039> Contact Email Address - Email Address of person identified in data line <030> dennis@custertel.net

1/1/2017

<702> Single State-wide Residential Local Service Charge

<703>

[illegible]

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	ID	Challis	34.95	0.0	34.95	4.0	1.0	999999.0	Other, Unlimited data usage
	ID	Challis	59.95	0.0	59.95	6.0	1.0	999999.0	Other, Unlimited data usage
	ID	Challis	69.95	0.0	69.95	10.0	1.0	999999.0	Other, Unlimited data usage
	ID	Challis	89.95	0.0	89.95	5.0	5.0	999999.0	Other, Unlimited data usage
	ID	Challis	99.95	0.0	99.95	15.0	1.0	999999.0	Other, Unlimited data usage
	ID	Challis	149.95	0.0	149.95	10.0	10.0	999999.0	Other, Unlimited data usage
	ID	Challis	199.95	0.0	199.95	50.0	10.0	999999.0	Other, Unlimited data usage
	ID	Challis	279.95	0.0	279.95	100.0	10.0	999999.0	Other, Unlimited data usage
	ID	Clayton	34.95	0.0	34.95	4.0	1.0	999999.0	Other, Unlimited data usage
	ID	Clayton	59.95	0.0	59.95	6.0	1.0	999999.0	Other, Unlimited data usage
	ID	Clayton	69.95	0.0	69.95	10.0	1.0	999999.0	Other, Unlimited data usage
	ID	Clayton	89.95	0.0	89.95	5.0	5.0	999999.0	Other, Unlimited data usage
	ID	Clayton	99.95	0.0	99.95	15.0	1.0	999999.0	Other, Unlimited data usage
	ID	Clayton	149.95	0.0	149.95	10.0	10.0	999999.0	Other, Unlimited data usage
	ID	Clayton	199.95	0.0	199.95	50.0	10.0	999999.0	Other, Unlimited data usage
	ID	Clayton	279.95	0.0	279.95	100.0	10.0	999999.0	Other, Unlimited data usage
	ID	Elk Bend	34.95	0.0	34.95	4.0	1.0	999999.0	Other, Unlimited data usage
	ID	Elk Bend	59.95	0.0	59.95	6.0	1.0	999999.0	Other, Unlimited data usage
	ID	Elk Bend	69.95	0.0	69.95	10.0	1.0	999999.0	Other, Unlimited data usage
	ID	Elk Bend	89.95	0.0	89.95	5.0	5.0	999999.0	Other, Unlimited data usage
	ID	Elk Bend	99.95	0.0	99.95	15.0	1.0	999999.0	Other, Unlimited data usage

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	472218
-------	-----------------	--------

<015>	Study Area Name	CUSTER TEL COOP
-------	-----------------	-----------------

<020>	Program Year	2018
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<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
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[illegible]

<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net
<810>	Reporting Carrier	Custer Telephone Cooperative, Inc.
<811>	Holding Company	Not Applicable
<812>	Operating Company	Custer Telephone Cooperative, Inc.

[illegible]

## Voice Service Comparability Certification

The Company certifies that the pricing of its voice services is no more than two standard deviations above the national average urban rate for voice service of \$49.51,<sup>1</sup> as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.<sup>2</sup>

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<sup>1</sup> See, Line 700, *supra*.

<sup>2</sup> Wireline Competition Bureau Announces Results of 2017 Urban Rate Survey for Fixed Voice and Broadband Services and Posting of Survey Data and Explanatory Notes, Public Notice, WC Docket No. 10-90, DA 17-167 (rel. February 14, 2017).

## Broadband Service Comparability Certification

The Company certifies that the pricing of a service that meets the Commission's broadband public interest obligations is no more than the applicable benchmark, as specified in the annual public notice issued by the Wireline Competition Bureau.<sup>1</sup> Specifically, the Company's 10 Mbps down/ 1 Mbps up, unlimited usage broadband service rate is below the relevant reasonable comparability benchmark of \$77.98.<sup>2</sup>

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<sup>1</sup> *Wireline Competition Bureau Announces Results of 2017 Urban Rate Survey for Fixed Voice and Broadband Services and Posting of Survey Data and Explanatory Notes*, Public Notice, WC Docket No. 10-90, DA 17-167 (rel February 14, 2017).

<sup>2</sup> *Id.*



## **What is a telephone assistance program?**

Financial assistance is available in Idaho to help qualified low-income individuals pay for telephone or internet service. The Idaho Telephone Service Assistance Program (ITSAP) offers a discount of \$2.50 on monthly telephone bills. A separate program – the Federal Communication Commission's Lifeline program (Lifeline) - offers a discount of \$9.25 on monthly telephone or internet bills. These programs provide a communication "lifeline" to those who might not otherwise be able to afford telephone or internet service. They also enhance the value of service for everyone by increasing the number of people who can be reached by telephone. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The surcharge is waived for customers receiving the ITSAP discount. The Idaho Public Utilities Commission (IPUC) reviews the surcharge annually and may increase or decrease the surcharge.

## **Who Is Eligible?**

Any residential customer who meets program-based or income-based eligibility criteria may apply. To find out if you are eligible call 866-255-7081.

## **The assistance provides the following discounts:**

### **Landline phone:**

- Idaho Telephone Service Assistance Credit - \$2.50
- Lifeline FCC End User Charge Credit - \$6.50
- Federal Lifeline Credit - \$2.75

### **Internet:**

- Federal Lifeline Credit - \$9.25

### **Wireless/cellular phone:**

- Wireless Federal Lifeline Credit - \$9.25
- Wireless ITSAP Credit - \$2.50

Note: Custer Telephone does not provide wireless/cellular phone credits at this time. In addition, CTCI does not offer credits on bundled service packages at this time.

## **How Do I Apply For Assistance?**

- Apply by calling 866-255-7081.
- If you are eligible, your name, address and telephone number will be forwarded to Custer Telephone.
- The monthly discount will begin on your next billing statement if your name, address and number match the telephone company's records.

## **Do I Need To Apply Every Year?**

Yes. Your eligibility must be renewed each year.

Lifeline and ITSAP are government assistance programs. The credits are non-transferable, only eligible consumers may enroll in the program, and the programs are limited to one discount per household.



## Lifeline Service Terms

Custer Telephone Cooperative, Inc. is a quality telecommunications service provider which provides basic and enhanced services at reasonable rates within its service territory. Basic residential telephone service is offered at the following rate:

	Monthly Rates & Charges	Non-Recurring Charge
Single Party Residential Telephone Service	\$18.00	\$18.00
The following fees apply in addition to the above monthly rate:		
• FCC End User Charge	\$6.50	
• Idaho Telephone Service Assistance Program (ITSAP)	\$0.01	
• Idaho Universal Service Fund (ID USF)	\$0.12	
• Custer County 911 Fee	\$1.25	
• Federal Excise Tax	\$0.86	
• Federal Universal Service Fund	\$1.13	
• Residential Access Recovery Charge	\$2.50	
• FUSC- Residential ARC	\$0.44	
Single Party Residential Telephone Service Total	\$30.81	
Federal Lifeline Credit	(\$2.75)	
Lifeline FCC End User Charge Credit	(\$6.50)	
Idaho Telephone Assistance Program Credit	(\$2.50)	
Idaho Telephone Service Assistance Program (ITSAP) Credit	(\$0.01)	
Federal Excise Tax Credit	(\$0.12)	
Federal Universal Service Fund Credit	(\$1.13)	
Residential Access Recovery Charge Credit	(\$2.50)	
FUSC- Residential ARC Credit	(\$0.44)	
<b>Single Party Universal Lifeline Telephone Service Monthly Rate*</b>	<b>\$14.86</b>	<b>\$18.00</b>

\*Discounted basic service rates and free Toll-Blocking are available to those that qualify for Universal Lifeline telephone service.

The above rates include the following:

- Unlimited Local Calling
- Touch Tone Capability
- Access to Operator Services
- Directory Assistance and Inter-Change Service Providers
- Voice Grade Access to the Public Switched Network
- Free Access to 800 and 800-like Toll Free Services
- One Free Directory Listing
- Free Access to a Business Office and Free Access to the Idaho Relay Service by Dialing 711

**Emergency 911 Service**.....Surcharge for 911 services is assessed according to government regulations.

**Long Distance is not included.** Long Distance rate is ten cents (\$0.10) per minute or flat-rate plans are available.

Custer Telephone Cooperative, Inc. offers basic services to all customers in the following exchanges:

838-Clayton / 879-Challis / 876-May / 894-Elk Bend

**Lifeline broadband only service:** \*\* 10/1Mb internet plan \$69.95 - \$9.25 Federal Lifeline credit = **\$60.95 Lifeline broadband only monthly total**

\*\*FCC mandate requires at least 10/1 Mb download/upload speeds unless not available in your area in which case the plan must be at least a 4/1Mb plan.

For additional detail on any of these services, please contact our business office at 208.879.2281 or toll-free 866.879.2281.

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Custer Telephone Cooperative, Inc.

Study Area: 472218

**Public Interest Obligation Certification**

Pursuant to 47 C.F.R. §53.313(f)(1)(i), Custer Telephone Cooperative, Inc. hereby certifies that it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, and that requests for such service were met within a reasonable amount of time.

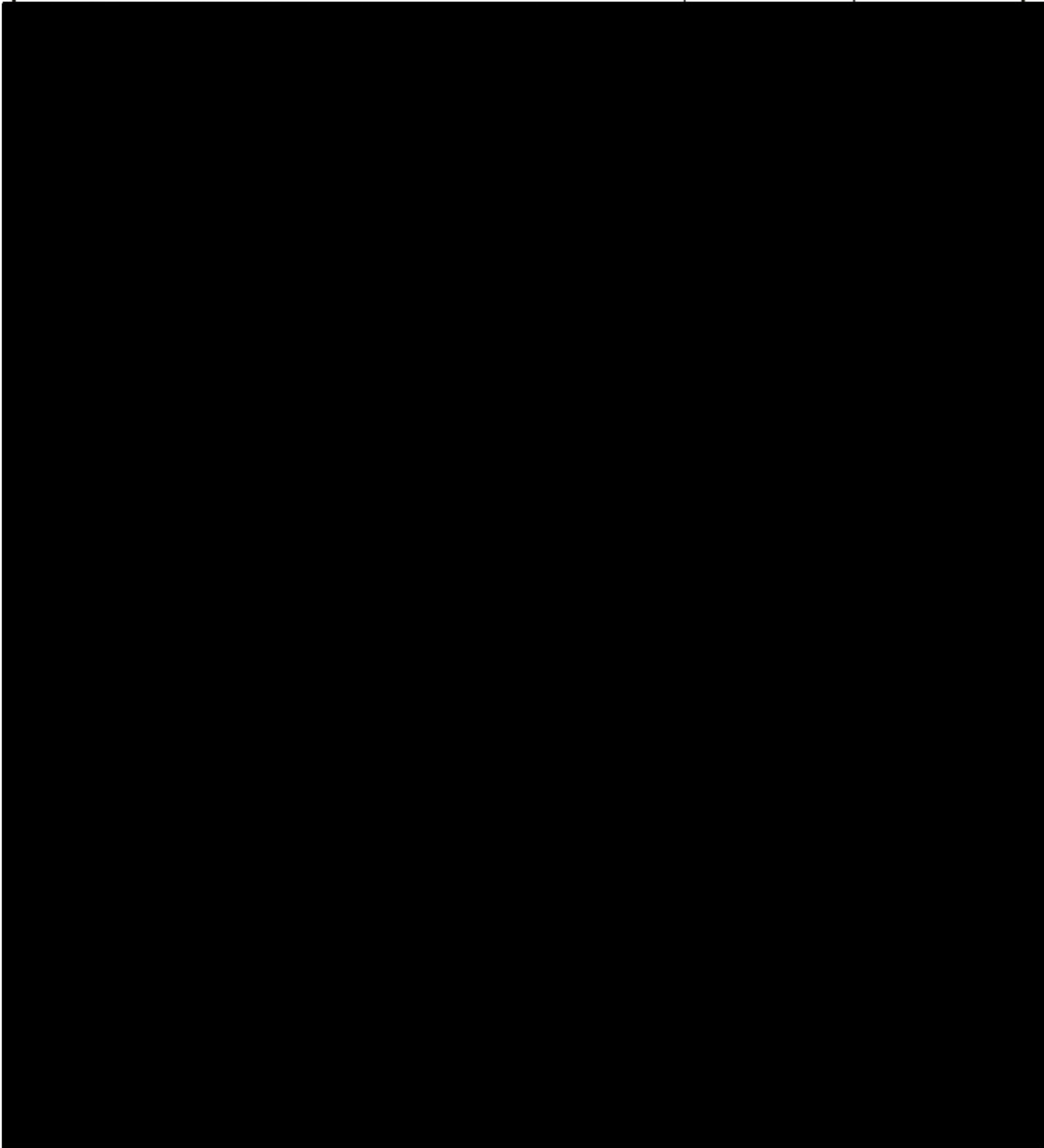
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According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

<b>USDA-RUS</b>	<i>This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.</i>	
<b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	BORROWER NAME	
	Custer Telephone Cooperative, Inc.  (Prepared with Audited Data)	
<i>INSTRUCTIONS-Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.</i>	PERIOD ENDING	BORROWER DESIGNATION
	December, 2016	ID0503
<b>CERTIFICATION</b>		

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USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	ID0503
	PERIOD ENDING
INSTRUCTIONS- See RUS Bulletin 1744-2	December, 2016
PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS	



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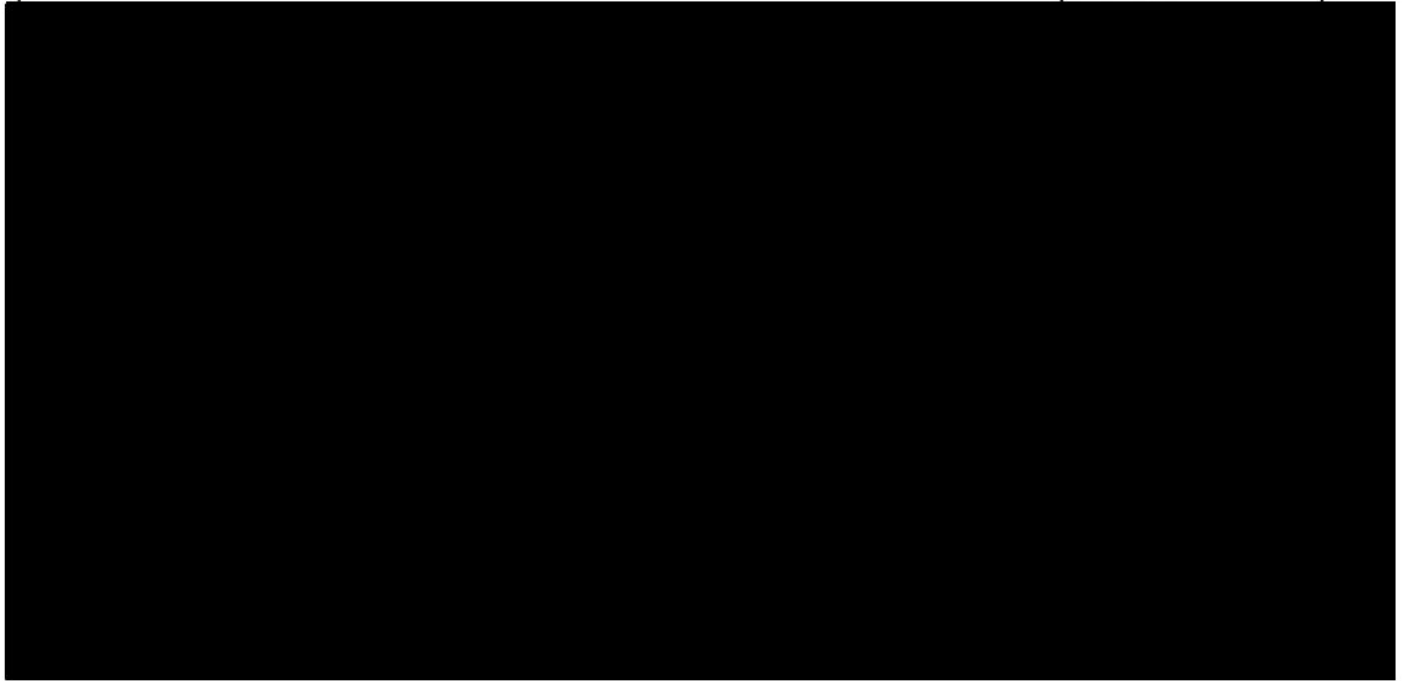
**OPERATING REPORT FOR  
TELECOMMUNICATIONS BORROWERS**

BORROWER DESIGNATION

ID0503

PERIOD ENDED

December, 2016



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**OPERATING REPORT FOR  
TELECOMMUNICATIONS BORROWERS**

BORROWER DESIGNATION

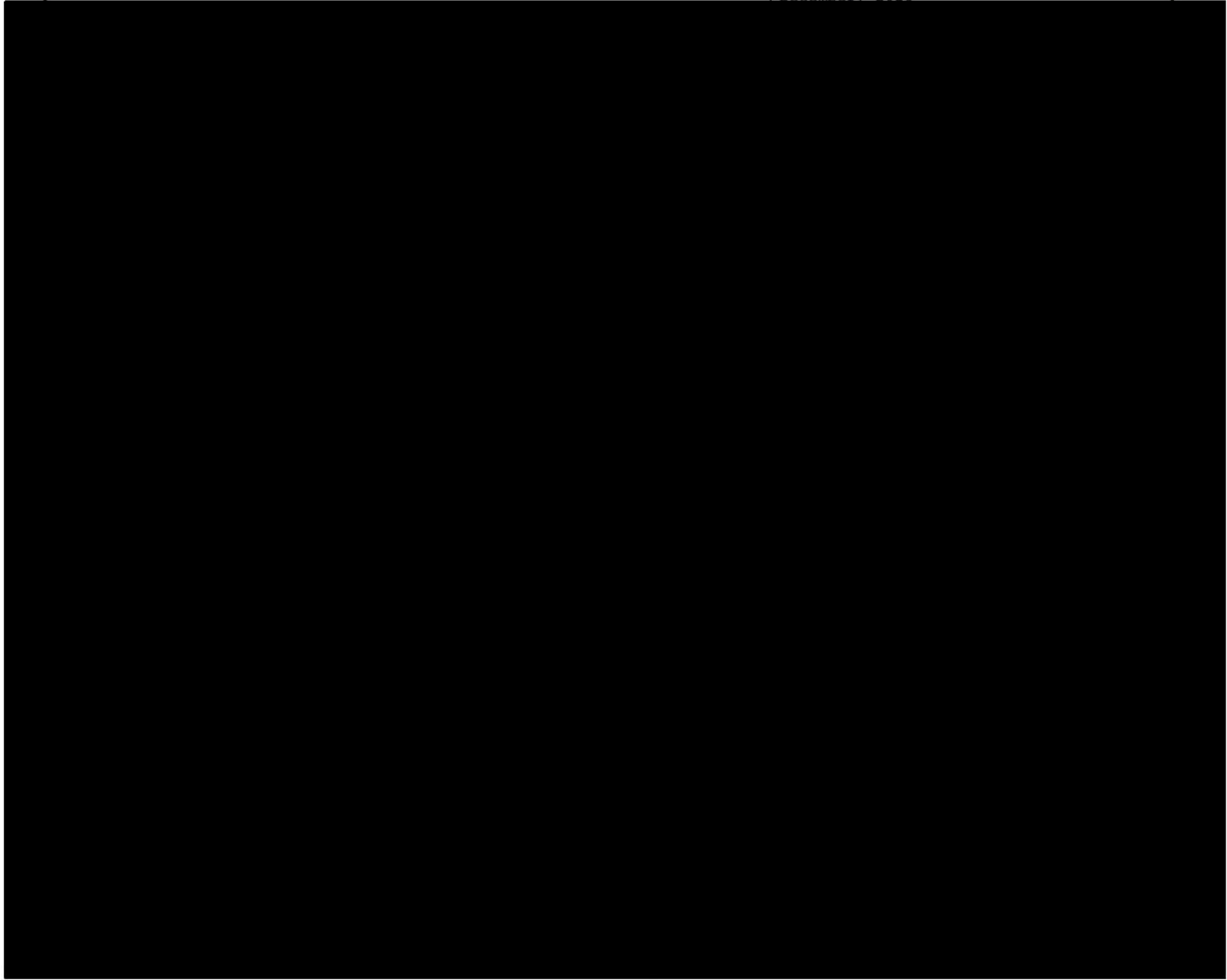
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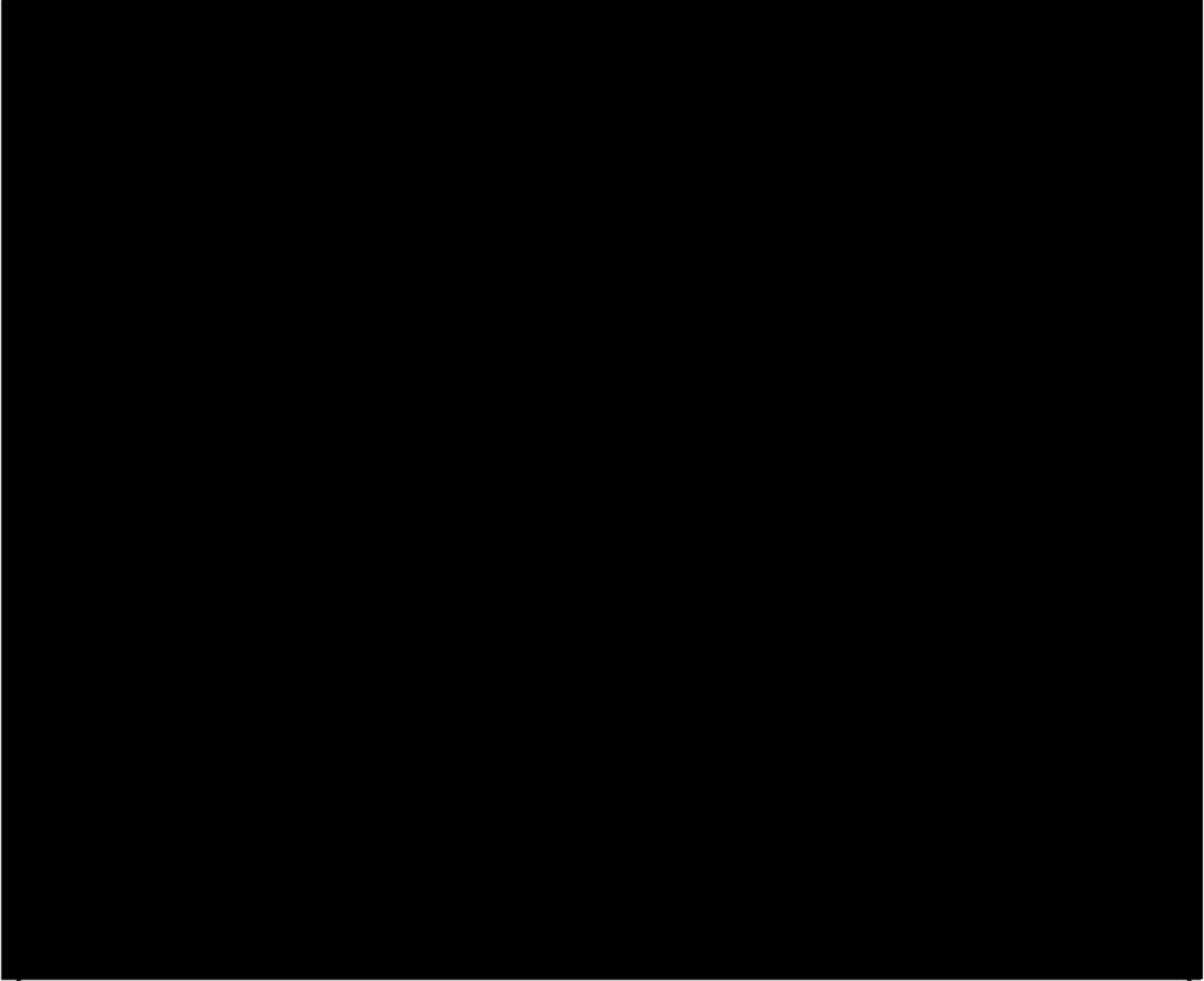
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<div>USDA-RUS</div> <div>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</div>	<div>BORROWER DESIGNATION</div> <div>ID0503</div> <div>PERIOD ENDING</div> <div>December, 2016</div>
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<div>USDA-RUS</div> <div>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</div>	<div>BORROWER DESIGNATION</div> <div>ID0503</div> <div>PERIOD ENDING</div>
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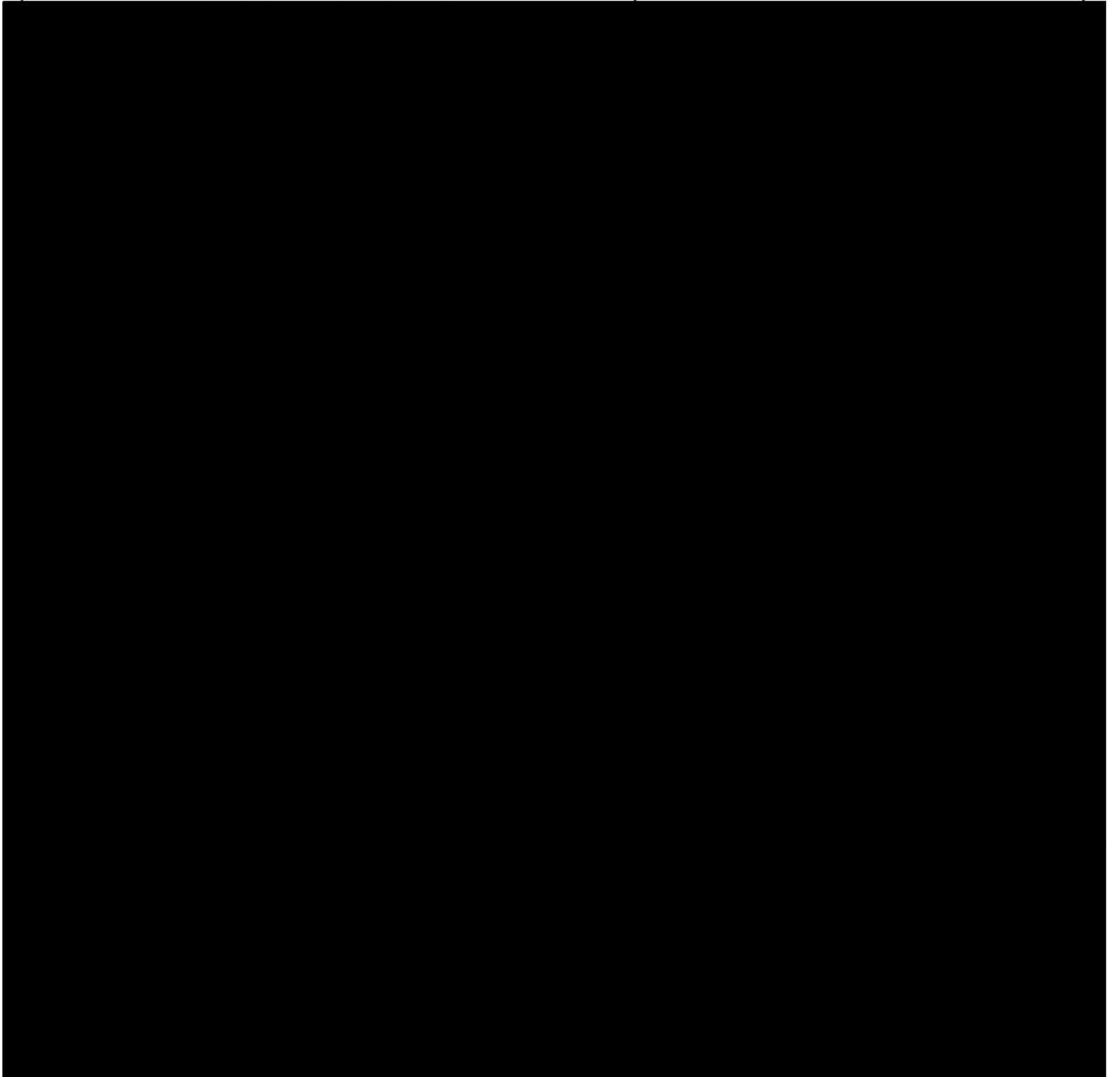
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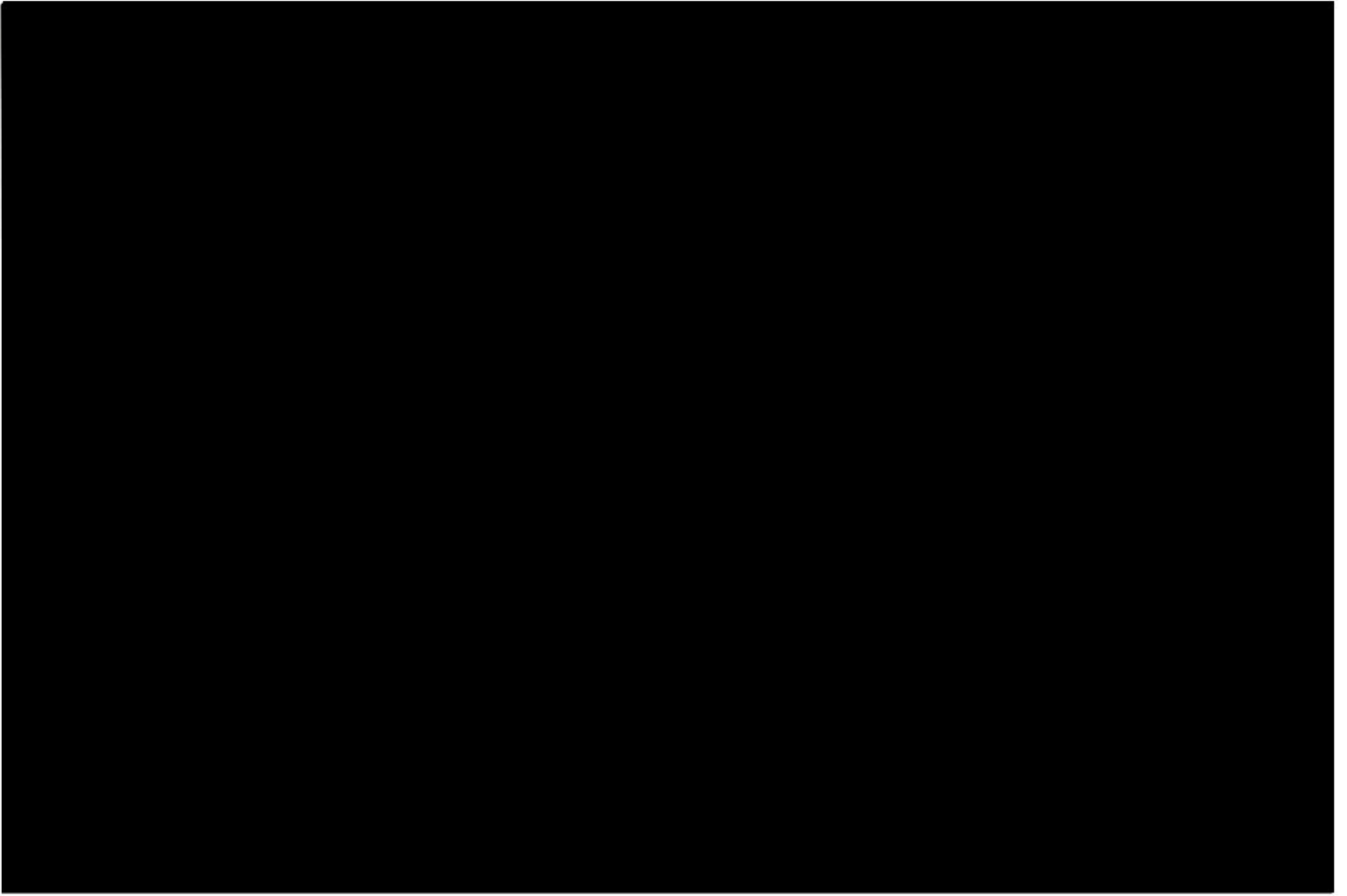
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OPERATING REPORT FOR  
TELECOMMUNICATIONS BORROWERS

PERIOD ENDED



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